

SENATE JOINT RESOLUTION 796

By Crowe

A RESOLUTION to honor and commend the good people of Mountain States Health Alliance upon its receipt of the Tennessee Center for Performance Excellence's Quality Achievement Award.

WHEREAS, it is fitting that the members of this General Assembly should salute those organizations that, through their extraordinary efforts, have improved the quality of life for the citizens of this state; and

WHEREAS, Mountain States Health Alliance (MSHA) is one such estimable institution; for years, the people of Tennessee have benefited from the superb service of MSHA; and

WHEREAS, MSHA was recently honored by the Tennessee Center for Performance Excellence with the Quality Achievement Award (TNCPE), an honor most befitting the corporation's status and contributions to the community; and

WHEREAS, the TNCPE Award is a statewide program that annually recognizes organizations that exemplify the highest standards of excellence, based upon the "Criteria for Performance Excellence" established by the Baldrige National Quality Program; the Quality Achievement Award is the third level of the four-tiered program, with only the TNCPE Excellence Award representing a higher level of performance excellence; and

WHEREAS, MSHA was one of eight organizations to receive the Quality Achievement Award this year and one of only two healthcare systems to be so honored; and

WHEREAS, in 2003, MSHA completed a rigorous examination process that evaluated the system's leadership structure, strategic planning processes, customer and market focus, information processes, staff focus, process management, and organizational performance results; the positive results of the examination testify to the great service that the people of Tennessee receive from MSHA; and

WHEREAS, former Governor Ned McWherter and TNCPE President Marie Williams presented the Award to Dr. Ken Marshall, MSHA Vice President of Medical Affairs, and Tracie Clang, MSHA Director of Quality, at a special ceremony; and

WHEREAS, after receiving the great honor, MSHA President and CEO Dennis Vonderfecht stated, "This is the first year MSHA as a system has applied for this honor. Receiving this award our first time out says a great deal about our health care system, its physicians, team members, and volunteers. Earning this recognition means that every team member of MSHA does his or her absolute best to make MSHA a quality model of excellence as we bring loving care to health care"; and

WHEREAS, the members of Mountain States Health Alliance display the laudable spirit that has earned Tennessee recognition as the "Volunteer State"; and

WHEREAS, MSHA has established itself as a vital component of our state and has played a vital role in developing and maintaining the high quality of life that is enjoyed by the people of this state; now, therefore,

BE IT RESOLVED BY THE SENATE OF THE ONE HUNDRED THIRD GENERAL ASSEMBLY OF THE STATE OF TENNESSEE, THE HOUSE OF REPRESENTATIVES CONCURRING, that we hereby commend the good people of Mountain States Health Alliance for the admirable quality of that institution, honor them for earning the Tennessee Center for Performance Excellence's Quality Achievement Award, thank them for their service to Tennessee, and wish them much continued success.

BE IT FURTHER RESOLVED, that an appropriate copy of this resolution be prepared for presentation with this final clause omitted from such copy.